



The Mental Health Recovery Roundup

Mental Health, Chemical Abuse and Dependency Services Division

Mental Health Recovery happens every day

Recovery means remembering who you are and using your strengths to become all you were meant to be.

Like living with an illness such as diabetes or asthma, mental health recovery requires a person to become an active partner in finding and maintaining their own wellness. The principles of recovery empower people to reach for their dreams and find hope in tomorrow.

There is no single definition for recovery. Recovery is unique to each person. Recovery is a journey and a process. Research and experience has found that for a significant percentage of people diagnosed with a major mental illness, full recovery is possible. People can and do get well.

The King County Mental Health, Chemical Abuse and Dependency Services Division (MHCADSD), in partnership with the mental health agencies in King County, and the people who participate in services, is building a recovery oriented system.

We're on our own journey for recovery and we're making progress! The Recovery tool box includes powerful tools such as Supported Employment, Peer Support Services, first person narratives (personal recovery stories,) Wellness Recovery Action Plans, Clubhouses, and more.

The Recovery Roundup brings you information about the many initiatives underway in our recovery journey.

"Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential."

-National Consensus Statement on Mental Health Recovery



Recovery Executive Committee

The King County Council passed the Recovery Ordinance in 2005 adopting the recovery model for mental health services.

A Recovery Executive Committee (REC) was formed to have oversight for the process. Included

are the director of the Department of Community and Human Services (chair), a Superior Court judge, the King County District Mental Health Court judge, the director of the Department of Adult and Juvenile Detention, the former chair of the Mental

Health Advisory Board, and a legislative analyst of the King County Council. The REC is staffed by the Assistant Division Director of MHCADSD.

The REC will meet in early spring to review the work plan for 2010.

Volume 3, Issue 1 - 2010

The year of Employment

- Work is essential to recovery, on par with housing & wellness
- 2010 Recovery outcomes shift to # of people getting jobs
- 2010 Recovery Celebrations focus on work, love, and laughter
- 2010 Employment Symposiums to be announced soon!

Inside this issue:

Housing and Recovery	2
Recovery Advisory Committee	2
Recovery Celebrations	2
Employment and Recovery	3
Voices of Recovery	3
Recovery Poster Art Contest	3
Recovery Incentives	4
Clubhouse	4
Peer Support Services	5
WrapAround	5
PACT	5
Warm Line	6
WRAP	6
Agency recovery news	7
Workforce Training in Recovery	7
Peer Specialists Support	7
Recovery Story	8
KC Recovery Webpage	8

Home is where recovery begins...

If you are homeless or know someone who is, you know how critical housing is to recovery. The process of finding affordable housing can be long and frustrating. There just isn't enough subsidized housing for everyone who needs it. King County, non-profit providers and other government agencies on the [Committee to End Homelessness](#) have a [Ten-Year Plan to End Homelessness](#). They are putting large sums of money and effort into creating new housing units.

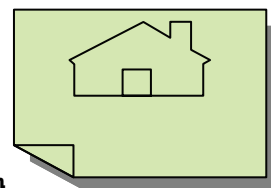
In 2009, over 1050 new subsidized housing units were created for single adults, families and youths. Mental

health providers also opened over 300 new units of housing for persons with mental illness and/or substance abuse issues. Some of these units were targeted for specific groups such as persons involved in the criminal justice/ jail system or persons discharged from Western State Hospital.

If you need housing, ask your case manager to see what housing you qualify for **and** ask how to get on the wait lists. Contact non-mental health affordable housing providers to get on their wait lists. The Seattle Housing Authority and King County Housing Authority have temporarily closed the

Section 8 wait lists but you can get on their wait lists for public housing. Call 211 or go to www.211kingcounty.org for housing resources. Also go to:

<http://www.kingcounty.gov/healthServices/MentalHealth/Services/Housing.aspx>



Home can be a space to live in dignity where mental health recovery can take place

The Recovery Advisory Committee

This stakeholder committee is coalition of consumers, families, and professionals advising and guiding all aspects of the implementation of the system transformation to a recovery orientation. The Recovery Advisory Committee (RAC) assists MHCADSD in deepening and expanding the work for system transformation.

Representation is broad: providers, the King County Mental Health Advisory Board, the Alcoholism and Sub-

stance Abuse Administration Board, the local National Alliance on Mental Illness (NAMI) affiliates, consumers, and MHCADSD staff members. The RAC is reviewing the progress to date in the implementation of the King County Mental Health Recovery Plan. The original Recovery Plan was a vision for services covering 2005-2010. The work plan for 2010 for the RAC includes beginning to vision what the next stage of recovery initiatives might be in 2011 and beyond.

The RAC also wants to connect with institutions that train mental health workers to ensure recovery is incorporated into their curriculums from the very beginning of their education.



2010 Recovery Celebrations coming soon!

The theme of the Recovery Celebrations this year is "Love, Work, and Laughter—Keys to Recovery."

The celebrations will be in April, May and September. We'll talk about relationships; family, friends, and romance. We'll talk about how valuable it can be to your recovery to find work that suits you. And we'll share laughter, because research shows laughing

really can heal.

The 2009 Recovery Celebrations brought the good news of recovery to the community of people who participate in services. Nearly 200 people attended. In January 2010, King County held a Recovery Celebration for the Spanish speaking community focused on the fundamental components of recovery.

Look for an announcement soon about the locations and dates for the 2010 Recovery Celebrations.



King County is committed to helping people get back to work

Research finds that people with a mental illness who work experience increased income, self esteem, ability to manage symptoms and overall better quality of life. Virtually everyone who has a mental illness can work with the right support. The best indicator for success is wanting to work.

Good news! It's possible to work and **keep your benefits**. Agencies provide benefits counseling, just ask.

King County is offering **Employment Symposiums** this year for people who participate in mental health services with information about finding

and keeping jobs. Look for announcements soon.

Supported Employment (SE), an evidence-based practice, provides supports people need to move into the job market quickly and keep a job. Eight mental health agencies in King County provide SE services in partnership with the Division of Vocational Rehabilitation (DVR) to help consumers find competitive, integrated jobs. Interested? contact Bill Wilson at BillR.Wilson@kingcounty.gov

The DVR provides employment assistance to people who have disabilities,

including mental health challenges. The WorkSource Centers help people find jobs, including creating a resume, interviewing skills, and financial assistance for some kinds of training.

"Getting back to work was the keystone of my recovery. It took a few tries but I finally found the job for me"

- Sue Brindle

For more information and resources, go to:

<http://www.kingcounty.gov/healthservices/MentalHealth/Services/Employment.aspx>

Voices of Recovery

One of the principles of Mental Health Recovery is self-direction and voice. On a system level, this means including the voices of the people who participate in services. In King County, consumer voice is incorporated in multiple venues. Consumers serve on the RAC and ad hoc workgroups.

Voices of Recovery (VOR), a consumer advisory committee, meets twice a month. At the first meeting of the quarter, representatives of con-

sumer/client councils from mental health agencies are welcome to attend.

Members of VOR review reports and provide perspective on planned activities. VOR recently collaborated with the Quality Council, (a committee of the King County Mental Health Advisory Board,) to create a definition of quality with regard to mental health services. This year, VOR members are working on creating their own WRAP plans.



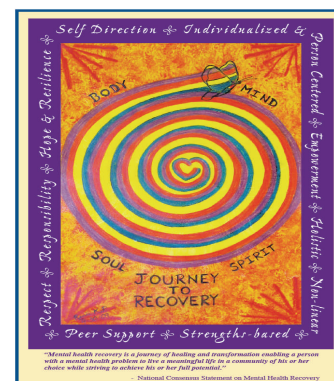
VOR has openings for parents of children who receive mental health services in King County. If you are interested, please contact Terry Crain, Mental Health Recovery Specialist (206-263-8980.) She will give your contact information to the chair of the VOR.

2010 Recovery Poster Art Contest coming soon!

Look for the announcement and entry forms at mental health agencies. The winning entry will be the artwork for the 2010 King County Mental Health Recovery Poster. The artist will receive a \$150 gift card to a store of his or her choice and a framed copy of the 2010 Recovery Poster.

The winning artist of the 2009 King County mental health recovery poster art contest was Renee Klaus Pond.

She created a vibrant, beautiful image of recovery. The theme for the 2009 poster art contest celebrated the 10+1 Fundamentals of Mental Health Recovery. The winning poster was unveiled at the Exemplary Service Awards and was presented to Dow Constantine, King County Executive, at a King County Council meeting when the Council recognizes Renee and her poster art design.



2009 Mental Health Recovery Poster

<http://www.kingcounty.gov/healthservices/MentalHealth/Recovery/KcMentalHealth/KCMentalHealthRoundUp.aspx>

Recovery Incentives - Measuring what matters

Research into successful system transformation efforts across the country and consultations with experts led MHCADSD to develop a plan for financial incentives.

An Incentive Implementation Workgroup made recommendations to King County about what measures would lead to the outcomes sought by consumers and family members. Incentive payments are based on performance on each measure:

Children

Developmental assessments
Collaborative contacts with allied systems
Parent peer supports

Adults

Employment
Peer support
Face to face service w/in seven days of hospital or jail release

Older Adults

Goals to increase meaningful activity
Care plans that include client voice & choice

Incentive payments began in 2007 to mental health agencies to develop the structures and processes that will

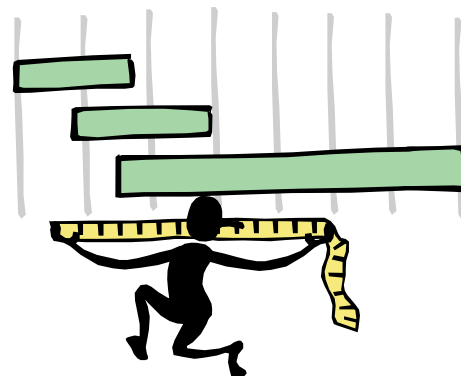
lead to identified outcomes. For example, agencies serving children earn the incentives on the measure of providing developmental assessments by participating in training and implementing guidelines for assessing development. The phase of building structures and processes is nearly complete for this measure.

Incentives are beginning to shift to actual outcomes. For the 2011 incentive payments, all adult serving agencies will be eligible to earn incentives based on the number of people actually getting jobs in 2010. In the past, incentives on this measure were earned by implementation of the Supported Employment programs for those agencies that had such a program. An ad hoc workgroup has identified employment barriers and made recommendations about strategies to address the barriers.

In 2009, such an ad hoc workgroup identified system barriers to providing "face to face" services within seven days of release from hospital or jail and made recommendations to improve performance. Based on the recommendations, agencies identified staff who are designated to work with the criminal justice system. King

County developed and now provides an intensive training to help staff be successful in engaging people before and after release from jail. This has resulted in improvement in this measure.

MHCADSD staff and members of the VOR advisory group visited all of the agencies in the fall of 2009 to determine progress on the implementation of a peer support services program. Clinical reviews were also included in these visits to determine whether the older adult measures were met. Agencies will be informed in late February whether or not they've earned their incentives in 2010 based on 2009 performance.



"What gets measured, gets done."

Wellness Recovery Action Plans (WRAP)

WRAP is a guide to wellness. WRAP was developed by Mary Ellen Copeland as part of her recovery journey. A WRAP is practical, helping people identify what helps them be well, how to recognize early warning signs of illness, and steps to take to return to wellness. WRAP is all about hope, personal responsibility, self-reliance along with help from others, and education that helps people move toward wellness, happiness, and better lives.

The King County mental health workforce training plan includes a course created by the Copeland Center to train each mental health worker in how to help others create a WRAP.



In late 2009, two King County mental health agencies, Valley Cities Counseling and Consultation and Navos, held a WRAP Facilitators training, resulting in nineteen more Copeland Center trained WRAP Facilitators in King County. WRAP Facilitators teach WRAP in a group, where people can share strengths and learn from one another. Go to <http://www.kingcounty.gov/healthservices/MentalHealth/Recovery/Wellness/WellnessRecovery.aspx> to learn more.

Peer Support Specialists prove recovery is possible

Peer support specialists are people who are on their own recovery journey and have received training in how to be helpful to others who participate in mental health services.

Peers provide a living example of hope for others with mental illnesses. The “if I can do it, you can do it” message doesn’t even have to be spoken—it’s right before their eyes. This often allows peers to engage and bond with people who otherwise would be reluctant to trust and use clinical services.

Peers who work alongside professional staff provide living proof that recovery is possible. This can raise morale by providing evidence to service providers that people can and do recover.

King County will provide two of the Washington State Certified Peer Counselor Trainings for King County residents in 2010: April 26-April 30 and September 27-October 1. Please know the April class is full. People who already work or volunteer as a peer, have priority for the trainings. Check with mental health agencies and the National Alliance on Mental Illness for volunteer opportunities.



The state Division of Behavioral Health and Recovery also provides the trainings. For more information, go to: <http://www.dshs.wa.gov/mentalhealth/peer.shtml>

Peer Support Specialists in King County

King County had 68 peers working in the mental health system in 2009, 20 more than in 2008. To date, 98 peers have graduated from the Peer Counselor Training in King County. MHCADSD visited all of the mental health agencies in the county provider network in late 2009 to learn more about their implementation of

peer support services.

Many agencies met and exceeded their goals for peer services in 2009. A few have not yet implemented peer services but are engaged in planning and development. All but three of the agencies in the King County Mental Health Plan network already employ peer specialists.

Agencies hiring peer support specialists can send their “Help Wanted” ads to Terry.Crain@kingcounty.gov. She will pass the information on to the graduates.

For more information about training and job opportunities, go to

<http://www.kingcounty.gov/healthservices/MentalHealth/Recovery/HavingAvoice/PeerSupport.aspx>

“Peer Support is a system of giving and receiving help founded on key principles of respect, shared responsibility, and mutual agreement of what is helpful.”

- Sherry Mead, Peer Specialist

Wrapping Around Recovery for Families

Wraparound is an evidence-based approach to planning and coordinating services and supports for youth (up to age 21) who are involved in multiple systems and their families. The wraparound process is a collaborative one. Teams of individuals, including the youth, the family, service providers, and an agency representative, develop a plan of care for a youth and family, implement the plan over a set period of time, and

evaluate if the plan is being followed and how well the plan is working. Wraparound incorporates youth and family strengths and helps them build resiliency.

Contracts were awarded for five Wraparound Delivery Teams, however only partial teams were implemented due to changes in the expected funding. After extensive training, the wraparound teams began



enrolling clients in August of 2009. Over 900 youth and families throughout King County will ultimately benefit from Wraparound once the teams are funded at full capacity.

Program for Assertive Community Treatment

King County has two PACT teams. An evidence-based program, PACT reduces hospital stays and improves housing stability while more satisfactory to consumers than standard care.

PACT helps those who are most disabled by their mental illness and are hospitalized for long periods or have been hospitalized many times in the previous year. The majority of referrals are from Western State Hospital, community hospitals, outpatient programs, and long-term residential facilities.

DESC PACT and South-East PACT have 168 participants enrolled. They

accept a maximum of 4 to 6 new participants per month until they reach a total of 180 participants (90 per team.) For information or to make a referral, please contact Bill R. Wilson, PACT Project Manager, at 206-263-8949.



On-line support - People in recovery

A King County peer started this on-line support group for everyone who lives in Washington and self-identifies as a person with a mental illness who is interested in mental health recovery. This fully consumer-driven resource offers support, community, and information about resources that might be helpful. If you'd like to check it out, go to: <http://groups.yahoo.com/group/Mental-Illness-Recovery-forPeople-Who-Live-In-WA-State>

The Warm Line in King County— A Consumer run service

A Warm Line is a phone line a person living with mental health challenges can call when needing someone to talk to, when feeling lonely, sad or stressed --before they are in crisis-- to speak with another peer/consumer.

The Warm Line in King County was created by consumers for consumers. The Warm Line operates from 5 p.m. to 10 p.m. on Fridays and Saturdays. The phone number for the

Warm Line is 206-933-7001. If that number is long distance, please dial toll free: 1.877.500.WARM (9276). The future goal of the Warm Line is to be available 24 hours a day every day of the week. As the Warm Line expands to more days and hours of operation, more volunteers will be needed. A new training is planned soon. If you are interested, send an e-mail to WarmLine@Navos.org or call 206-439-2625.

Warm Lines provide an empathic ear to listen and a way to connect with someone who has walked the walk and is on their own recovery journey



King County congratulates the Warm Line on their successful first year!



Clubhouse - "recovery for the whole person"

People who have mental health challenges and live in King County are fortunate to have two clubhouses certified by the International Center for Clubhouse Development (ICCD). Hero House is located on the east-side, while Wallingford House is in Seattle. Both welcome visits from people interested in learning more.

ICCD Clubhouses are proven to help their members move forward in their

recovery journeys by providing a built-in peer support network, a place to belong and contribute while developing self-respect and responsibility. The focus is on member strengths and goals.

The Clubhouses are run jointly by members and staff. Life in the clubhouse revolves around the "work-ordered day" in which members choose to work in the commercial

kitchens to provide meals, the business office, the library, or to reach out to absent members, among other tasks. Clubhouse also has formal employment programs.

Wallingford House
4120 Stone Wy N
Seattle, Wa 98103

206-545-8642

Hero House
14230 NE 21st
Bellevue, WA
98007
425-614-1282

Recovery News from the mental health agency network

Peer Support Services at Harborview Mental Health Services started an Illness Management and Recovery (IMR) program in 2009. IMR is an evidence-based practice recognized by the Substance Abuse and Mental Health Services Administration.

The weekly group is facilitated by a peer support specialist. Harborview differs from the standard IMR in having the co-clinicians involved in the group change for each individual module. For example, a psychiatrist and case-manager are brought in for the module on "Practical Facts about Mental Illness." The peer support specialist who facilitates this group has

selected practitioners who have interest/expertise in the various topic areas, thus providing a new dynamic approach to the model. They've also added a module on anger management.

The response from participants has been extremely positive. Harborview hopes the success of the program can serve a model for others who may want to bring this important recovery tool to the people they serve.

The Peer Support Services team at Harborview has also implemented outreach services to Harborview inpatient psychiatric units. This important

connection encourages consumers to return to the outpatient clinic upon their release, to educate them about the service alternatives offered by the peer support programs and to offer hope and encouragement through modeling their own recovery stories.



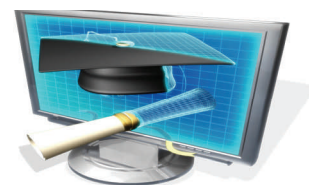
Building on strengths, workers learn recovery-supportive skills

King County provides workforce training via Essential Learning, a premier provider of online training. The course for the first quarter of 2010 is called Path to Recovery. Taught by Lori Ashcroft and Gene Johnson of Recovery Innovations in Arizona, the training will give all members of the workforce a foundation of understanding about mental health recovery.

A different course is required each quarter. Choice and empowerment

are two of the fundamental components of recovery. Motivational interviewing, and a two-part course titled, "Self-Direction, Person Centered Planning and Shared Decision Making to Facilitate Recovery," are the courses for the balance of 2010. The material presented will give workers the tools to help consumers make healthy choices.

The RAC will research the courses available for 2011 to identify those



matching the Recovery Competencies identified in a stakeholder process as necessary for a recovery oriented workforce. The RAC will make recommendations for the 2011 recovery curriculum.

Peer Support Specialists supporting Peer Support Specialists

The Washington State Peer Support Specialist Network (Consumer Run) This new [Facebook](#) page was started by a peer working in King County. The group and the page is for peer support specialists in the State of Washington. This consumer-run network enables Peer Specialists from within the State of Washington to network, offer support, inspiration and hope, and exchange ideas on how they might facilitate change. To ac-

cess the [Facebook](#) page, one must join [Facebook](#) and then search for: Washington State Peer Support Specialist Network.

Peer Support Specialist, Helen Nilon, facilitates a monthly **support group for peer support specialists** working in King County. They talk about things peers are faced with when returning to work: co-workers, stress of working, sleep, current job oppor-

tunities, etc. The support group is open to any mental health peer support specialist in King County. They meet on the 4th Monday of each month, at the Burien Campus of Navos, Contact Helen at thenilon-group@comcast.net.





King County

**Mental Health, Chemical Abuse
and Dependency Services Division**

**Department of
Community and Human Services**

CNK-HS-0400

**Chinook Building
401 Fifth Avenue, Suite 400
Seattle, WA 98104**

**206.263.9000
206.296.0583 Fax
206.205.1634 Fax - Clinical Svcs.
206.205.0569 TTY/TDD**

My Recovery Story...

My name is Betha P. I have a mental illness including social phobia. I spent years struggling with diagnoses, doctors and meds. I knew that I was sick but had no idea what to do. Most of my family and friends didn't know much about mental illness so they just tolerated my behaviors. I was miserable.

I got divorced 4 years ago and I really fell apart, my relationship with my daughter was strained. For 2 years I was in and out of the hospital every 2-3 months

with many suicide attempts. I was very messed up and didn't have any desire to live.

I became a client at a King County mental health agency for the first time. I was petrified in this new environment and didn't talk or look at anyone for a long time. I was blessed with a great case manager and a wonderful sister, they were there for me and didn't give up on me. My case manager kept suggesting that I go to a support group and I finally did. I met some really nice people who understood what I was going through and I made a friend.

Two years ago I went to a Wellness Recovery Action Plan (WRAP) class – my sister went with me. I just went along for the ride and what a ride it was – RECOVERY – right there in my face. Week after week I understood more and more and I graduated. I decided to use this WRAP as a way to get some control over how I live my life. I began to talk recovery with my friends. I went 6 months without being in the hospital and people were amazed at the change that I had made in my life.

I started to spend time in the agency resource room managed by a Peer Specialist. She allowed me to spend time in the room and I got more comfortable being around people. I got so comfortable in the room that I was made a volunteer. My friends and my sister believed that I would make a good Peer - believe me I didn't agree with them.

One day out of the blue, I called King County and asked about the Peer classes and requested an application. The first day of class I was so nervous that I didn't know if I should laugh or cry. I really enjoyed the class and graduated, the next step was taking the test. I studied for a week and not only did I pass but I aced the oral exam – the lady who couldn't talk to anybody now couldn't shut up!

Since I passed the test I have been looking for a job and keeping busy with my volunteering. I got interested in the King County Warm Line and decided to check out the training, I graduated from the class on Nov. 7th. I'm now a Warm line call taker and can't wait for my first shift. My life is good, I have a great relationship with my daughter and the rest of my family. I thank my sister, friends, and case manager for holding my hope when I couldn't.

My life is good, I have a great relationship with my daughter and the rest of my family. I want to individually thank Terry, Sue, Deborah & Marie, you guys kept my sanity for me when I couldn't.

King County Mental Health Recovery is on the Web

King County has a Mental Health Recovery Web page. Check it out [here](#).

The Mental Health Recovery Web pages are a rich source of information about recovery and wellness.

At the Web site you will find:

- Inspirational recovery stories submitted by consumers – becoming the heroes of their own stories! Check it out!
- Information about recovery, resiliency, and wellness in general
- Information about managing stress, medications, money management, and spirituality,

among others

- Summaries and updates about the recovery initiatives in King County
- Links to other recovery resources
- Information about other issues of concern to anyone who has the experience of living with a mental illness
- Information about peer support services, including peer counseling

The Mental Health Recovery Web pages are updated regularly to include the latest news and announcements.

If you have ideas for the Web page or feedback, please send an e-mail to: kcrecoverypage@kingcounty.gov

